

SOCIAL SECURITY ADMINISTRATION 2008 Federal Human Capital Survey Results

The Office of Personnel Management (OPM) administered the Federal Human Capital Survey (FHCS) to a sample of employees across the federal government. The FHCS includes questions prescribed by OPM that address employee satisfaction and engagement across several different human capital dimensions. This document presents the general results from the 2008 Federal Human Capital Survey.

Survey Content

The FHCS items cover the following major human capital areas:

- Personal Work Experiences;
- Recruitment, Development, and Retention;
- Performance Culture;
- Leadership;
- Learning (Knowledge Management);
- Job Satisfaction; and
- Satisfaction with Benefits.

Survey Administration

The survey was conducted online from August 14 through September 26, 2008. An invitation to participate in the survey was sent via e-mail to the agency employees selected in the sample. The invitation included a link to the survey web site and a unique identification number and password to access the survey.

Description of the Sample and Response Rate

The population of employees sampled for survey participation was all full-time, permanent, non-seasonal employees as of December 31, 2007. OPM selected a representative, stratified, random sample of **9,645** employees to participate in the survey. The response rate was **62** percent with **5,959** survey respondents. Employees who completed at least one of the annual survey questions are counted as respondents although the majority of employees completed all questions.

The respondents are representative of the agency population in all demographic characteristics except that White respondents are somewhat overrepresented and supervisors responded at a greater percentage than non-supervisors. The following tables present comparisons of the demographic representation of the SSA population and survey respondents.

GENDER	Population (%)	Respondents (%)
Male	30.0%	31.8%
Female	70.0%	68.2%

ARE YOU: HISPANIC OR LATINO	Population (%)	Respondents (%)
Yes	13.6%	10.9%
No	86.4%	89.1%

RACIAL CATEGORY	Population (%)	Respondents (%)
White	51.6%	61.8%
Black or African American	28.8%	29.8%
Native Hawaiian or other Pacific Islander	0.2%	0.5%
Asian	4.5%	3.3%
American Indian or Alaskan Native	1.3%	1.0%
Two or more races (not Hispanic or Latino)	0.1%	3.6%

SUPERVISORY STATUS	Population (%)	Respondents (%)
Non-supervisor	87.8%	52.9%
Team Leader	2.0%	7.9%
Supervisor	10.0%	20.0%
Manager	--	17.0%
Executive	0.2%	2.3%

General Results

Social Security employees scored especially high (i.e. greater than 65% favorable) on several items measuring recruitment, development, and retention programs and their personal work experiences. However, SSA employees responded least favorably (i.e. greater than 35% unfavorable) on items measuring performance culture.

Over 80 percent of employees like the kind of work that they do, know how their work relates to the agency's goals and priorities, believe their work is important, and believe that they are held accountable for achieving results. We plan to continue to work on improving our performance culture (e.g. dealing with poor performers), assessing employee training needs, and improving employee morale.

Itemized Employee Responses

* indicates survey questions required by regulations.

PERSONAL WORK EXPERIENCES		
* (1) The people I work with cooperate to get the job done.	Number	Percentage
Strongly Agree	1,943	29.7%
Agree	3,214	53.5%
Neither Agree nor Disagree	426	8.4%
Disagree	303	6.8%
Strongly Disagree	73	1.6%
# of Respondents	5,959	100%
* (2) I am given a real opportunity to improve my skills in my organization.	Number	Percentage
Strongly Agree	1,440	21.3%
Agree	2,507	40.2%
Neither Agree nor Disagree	1,014	18.7%
Disagree	742	14.4%
Strongly Disagree	256	5.4%
# of Respondents	5,959	100%
(3) I have enough information to do my job well.	Number	Percentage
Strongly Agree	1,468	24.5%
Agree	3,187	52.2%
Neither Agree nor Disagree	753	13.3%
Disagree	471	8.4%
Strongly Disagree	80	1.6%
# of Respondents	5,959	100%
(4) I feel encouraged to come up with new and better ways of doing things.	Number	Percentage
Strongly Agree	1,501	20.8%
Agree	2,260	36.4%
Neither Agree nor Disagree	1,107	21.5%
Disagree	789	15.1%
Strongly Disagree	302	6.1%
# of Respondents	5,959	100%
* (5) My work gives me a feeling of personal accomplishment.	Number	Percentage
Strongly Agree	2,150	35.0%
Agree	2,550	42.3%
Neither Agree nor Disagree	721	12.8%
Disagree	358	6.6%
Strongly Disagree	180	3.3%
# of Respondents	5,959	100%
* (6) I like the kind of work I do.	Number	Percentage
Strongly Agree	2,499	40.0%
Agree	2,503	42.9%
Neither Agree nor Disagree	602	10.5%
Disagree	247	4.4%
Strongly Disagree	108	2.1%
# of Respondents	5,959	100%

* (7) I have trust and confidence in my supervisor.	Number	Percentage
Strongly Agree	1,808	27.3%
Agree	2,084	34.2%
Neither Agree nor Disagree	1,010	18.2%
Disagree	595	11.3%
Strongly Disagree	462	9.0%
# of Respondents	5,959	100%
(8) I recommend my organization as a good place to work.	Number	Percentage
Strongly Agree	1,984	29.8%
Agree	2,384	38.4%
Neither Agree nor Disagree	947	18.4%
Disagree	389	7.9%
Strongly Disagree	255	5.5%
# of Respondents	5,959	100%
* (9) Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	Number	Percentage
Very Good	2,043	31.4%
Good	2,099	33.1%
Fair	1,184	22.6%
Poor	372	7.5%
Very Poor	261	5.4%
# of Respondents	5,959	100%
(10) How would you rate the overall quality of work done by your work group?	Number	Percentage
Very Good	2,284	34.3%
Good	2,743	47.7%
Fair	806	15.5%
Poor	92	1.8%
Very Poor	34	0.7%
# of Respondents	5,959	100%
RECRUITMENT, DEVELOPMENT, AND RETENTION		
* (11) The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	Number	Percentage
Strongly Agree	1,030	16.7%
Agree	3,414	54.9%
Neither Agree nor Disagree	829	15.7%
Disagree	537	9.5%
Strongly Disagree	113	2.4%
Do Not Know	36	0.8%
# of Respondents	5,959	100%
* (12) My supervisor supports my need to balance work and other life issues.	Number	Percentage
Strongly Agree	2,008	30.9%
Agree	2,431	39.1%
Neither Agree nor Disagree	857	15.9%
Disagree	374	8.0%
Strongly Disagree	238	5.3%
Do Not Know	51	0.9%
# of Respondents	5,959	100%

(13) Supervisors/team leaders in my work unit provide employees with the opportunities to demonstrate their leadership skills.	Number	Percentage
Strongly Agree	1,287	19.7%
Agree	2,488	37.0%
Neither Agree nor Disagree	1,141	21.0%
Disagree	692	14.3%
Strongly Disagree	304	7.0%
Do Not Know	47	1.0%
# of Respondents	5,959	100%
*(14) My work unit is able to recruit people with the right skills.	Number	Percentage
Strongly Agree	700	10.4%
Agree	2,036	31.7%
Neither Agree nor Disagree	1,685	30.1%
Disagree	885	15.6%
Strongly Disagree	429	7.6%
Do Not Know	224	4.7%
# of Respondents	5,959	100%
(15) The skill level in my work unit has improved in the past year.	Number	Percentage
Strongly Agree	1,088	18.2%
Agree	2,420	38.4%
Neither Agree nor Disagree	1,426	24.8%
Disagree	615	10.9%
Strongly Disagree	256	4.9%
Do Not Know	154	2.8%
# of Respondents	5,959	100%
(16) I have sufficient resources (for example, people, materials, budget) to get my job done.	Number	Percentage
Strongly Agree	870	15.9%
Agree	2,339	39.7%
Neither Agree nor Disagree	933	15.8%
Disagree	1,176	17.5%
Strongly Disagree	579	9.8%
Do Not Know	62	1.3%
# of Respondents	5,959	100.0%
*(17) My workload is reasonable.	Number	Percentage
Strongly Agree	748	12.9%
Agree	2,614	40.1%
Neither Agree nor Disagree	957	16.2%
Disagree	1,060	18.6%
Strongly Disagree	525	10.7%
Do Not Know	55	1.5%
# of Respondents	5,959	100%

* (18) My talents are used well in the workplace.	Number	Percentage
Strongly Agree	1,172	18.2%
Agree	2,652	43.2%
Neither Agree nor Disagree	913	15.8%
Disagree	746	13.3%
Strongly Disagree	409	7.9%
Do Not Know	67	1.5%
# of Respondents	5,959	100%
* (19) I know how my work relates to the agency's goals and priorities.	Number	Percentage
Strongly Agree	2,513	37.9%
Agree	2,932	51.2%
Neither Agree nor Disagree	347	7.3%
Disagree	101	2.1%
Strongly Disagree	46	1.0%
Do Not Know	20	0.4%
# of Respondents	5,959	100%
* (20) The work I do is important.	Number	Percentage
Strongly Agree	3,729	62.5%
Agree	1,917	32.2%
Neither Agree nor Disagree	208	3.5%
Disagree	65	1.1%
Strongly Disagree	27	0.5%
Do Not Know	13	0.2%
# of Respondents	5,959	100%
* (21) Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	Number	Percentage
Strongly Agree	1,582	24.2%
Agree	2,586	42.9%
Neither Agree nor Disagree	756	13.4%
Disagree	629	11.7%
Strongly Disagree	357	6.8%
Do Not Know	49	1.0%
# of Respondents	5,959	100%
PERFORMANCE CULTURE		
* (22) Promotions in my work unit are based on merit.	Number	Percentage
Strongly Agree	726	8.2%
Agree	1,940	27.4%
Neither Agree nor Disagree	1,330	24.6%
Disagree	961	17.2%
Strongly Disagree	797	17.6%
Do Not Know	205	5.0%
# of Respondents	5,959	100%

* (23) In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	Number	Percentage
Strongly Agree	500	5.9%
Agree	1,950	24.3%
Neither Agree nor Disagree	1,367	24.4%
Disagree	1,072	21.1%
Strongly Disagree	734	17.2%
Do Not Know	336	7.1%
# of Respondents	5,959	100%
* (24) Employees have a feeling of personal empowerment with respect to work processes.	Number	Percentage
Strongly Agree	513	7.0%
Agree	2,257	33.7%
Neither Agree nor Disagree	1,683	29.5%
Disagree	942	17.7%
Strongly Disagree	426	9.4%
Do Not Know	138	2.6%
# of Respondents	5,959	100%
(25) Employees are rewarded for providing high quality products and services to customers.	Number	Percentage
Strongly Agree	1,081	14.3%
Agree	2,679	38.8%
Neither Agree nor Disagree	997	19.8%
Disagree	714	15.6%
Strongly Disagree	424	10.2%
Do Not Know	64	1.3%
# of Respondents	5,959	100%
* (26) Creativity and innovation are rewarded.	Number	Percentage
Strongly Agree	825	10.5%
Agree	2,200	32.0%
Neither Agree nor Disagree	1,493	27.9%
Disagree	835	16.3%
Strongly Disagree	472	10.2%
Do Not Know	134	3.1%
# of Respondents	5,959	100%
* (27) Pay raises depend on how well employees perform their jobs.	Number	Percentage
Strongly Agree	259	4.4%
Agree	1,017	17.3%
Neither Agree nor Disagree	1,722	29.2%
Disagree	1,626	24.9%
Strongly Disagree	1,033	18.3%
Do Not Know	302	6.0%
# of Respondents	5,959	100%

(28) Awards in my work unit depend on how well employees perform their jobs.	Number	Percentage
Strongly Agree	900	11.1%
Agree	2,439	35.0%
Neither Agree nor Disagree	1,006	19.4%
Disagree	843	17.3%
Strongly Disagree	620	14.2%
Do Not Know	151	3.0%
# of Respondents	5,959	100%
* (29) In my work unit, differences in performance are recognized in a meaningful way.	Number	Percentage
Strongly Agree	560	6.9%
Agree	2,011	27.2%
Neither Agree nor Disagree	1,555	28.4%
Disagree	1,021	20.3%
Strongly Disagree	629	13.4%
Do Not Know	183	3.9%
# of Respondents	5,959	100%
* (30) My performance appraisal is a fair reflection of my performance.	Number	Percentage
Strongly Agree	1,138	17.8%
Agree	2,626	42.7%
Neither Agree nor Disagree	918	14.9%
Disagree	710	13.9%
Strongly Disagree	462	8.7%
Do Not Know	105	2.0%
# of Respondents	5,959	100%
* (31) Discussions with my supervisor/team leader about my performance are worthwhile.	Number	Percentage
Strongly Agree	1,183	18.4%
Agree	2,312	38.8%
Neither Agree nor Disagree	1,230	19.8%
Disagree	645	11.7%
Strongly Disagree	516	9.8%
Do Not Know	73	1.5%
# of Respondents	5,959	100%
* (32) In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding).	Number	Percentage
Strongly Agree	1,328	21.0%
Agree	2,599	44.6%
Neither Agree nor Disagree	872	14.0%
Disagree	661	11.3%
Strongly Disagree	357	6.4%
No Basis to Judge	142	2.7%
# of Respondents	5,959	100%

(33) I am held accountable for achieving results.	Number	Percentage
Strongly Agree	1,965	27.4%
Agree	3,244	57.5%
Neither Agree nor Disagree	522	10.5%
Disagree	146	2.9%
Strongly Disagree	51	0.9%
Do Not Know	31	0.7%
# of Respondents	5,959	100%
(34) Supervisors/team leaders in my work unit are committed to a workforce representative of all segments of society.	Number	Percentage
Strongly Agree	1,300	17.5%
Agree	2,511	40.1%
Neither Agree nor Disagree	1,217	22.9%
Disagree	358	7.6%
Strongly Disagree	216	4.3%
Do Not Know	357	7.6%
# of Respondents	5,959	100%
(35) Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	Number	Percentage
Strongly Agree	1,454	19.2%
Agree	2,527	41.6%
Neither Agree nor Disagree	1,169	22.2%
Disagree	283	6.0%
Strongly Disagree	232	4.9%
Do Not Know	294	6.2%
# of Respondents	5,959	100%
*(36) Managers/supervisors/team leaders work well with employees of different backgrounds.	Number	Percentage
Strongly Agree	1,490	20.4%
Agree	2,701	43.4%
Neither Agree nor Disagree	945	18.8%
Disagree	384	7.9%
Strongly Disagree	284	5.9%
Do Not Know	155	3.6%
# of Respondents	5,959	100%
LEADERSHIP		
*(37) I have a high level of respect for my organization's senior leaders.	Number	Percentage
Strongly Agree	1,349	19.9%
Agree	2,242	37.6%
Neither Agree nor Disagree	1,225	21.3%
Disagree	647	11.4%
Strongly Disagree	464	8.9%
Do Not Know	32	0.9%
# of Respondents	5,959	100%

* (38) In my organization, leaders generate high levels of motivation and commitment in the workforce.	Number	Percentage
Strongly Agree	851	12.1%
Agree	2,058	32.6%
Neither Agree nor Disagree	1,497	25.3%
Disagree	983	18.8%
Strongly Disagree	512	10.1%
Do Not Know	58	1.2%
# of Respondents	5,959	100%
(39) My organization's leaders maintain high standards of honesty and integrity.	Number	Percentage
Strongly Agree	1,198	17.3%
Agree	2,113	35.5%
Neither Agree nor Disagree	1,377	23.9%
Disagree	574	9.8%
Strongly Disagree	461	8.4%
Do Not Know	236	5.1%
# of Respondents	5,959	100%
* (40) Managers communicate the goals and priorities of the organization.	Number	Percentage
Strongly Agree	1,417	21.1%
Agree	3,209	53.5%
Neither Agree nor Disagree	792	14.6%
Disagree	322	6.2%
Strongly Disagree	194	4.1%
Do Not Know	25	0.5%
# of Respondents	5,959	100%
* (41) Managers review and evaluate the organization's progress toward meeting its goals and objectives.	Number	Percentage
Strongly Agree	1,366	21.2%
Agree	3,133	51.3%
Neither Agree nor Disagree	893	16.3%
Disagree	254	4.6%
Strongly Disagree	146	3.0%
Do Not Know	167	3.6%
# of Respondents	5,959	100%
* (42) Employees are protected from health and safety hazards on the job.	Number	Percentage
Strongly Agree	1,694	23.5%
Agree	3,032	49.8%
Neither Agree nor Disagree	662	13.7%
Disagree	318	7.0%
Strongly Disagree	188	4.5%
Do Not Know	65	1.4%
# of Respondents	5,959	100%

* (43) My organization has prepared employees for potential security threats.	Number	Percentage
Strongly Agree	1,630	24.8%
Agree	3,301	54.8%
Neither Agree nor Disagree	642	11.8%
Disagree	250	5.2%
Strongly Disagree	83	2.2%
Do Not Know	53	1.2%
# of Respondents	5,959	100%
(44) Complaints, disputes or grievances are resolved fairly in my work unit.	Number	Percentage
Strongly Agree	921	10.7%
Agree	2,080	27.2%
Neither Agree nor Disagree	1,454	29.4%
Disagree	489	10.8%
Strongly Disagree	418	9.3%
Do Not Know	597	12.7%
# of Respondents	5,959	100%
(45) Arbitrary action, personal favoritism, and coercion for partisan political purposes are not tolerated.	Number	Percentage
Strongly Agree	1,388	17.4%
Agree	2,040	31.6%
Neither Agree nor Disagree	1,174	22.4%
Disagree	523	11.0%
Strongly Disagree	461	9.5%
Do Not Know	373	8.2%
# of Respondents	5,959	100%
(46) Prohibited Personnel Practices (for example, illegally discriminating for or against any employee/applicant, obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated.	Number	Percentage
Strongly Agree	1,796	24.1%
Agree	2,197	36.2%
Neither Agree nor Disagree	944	18.3%
Disagree	235	4.7%
Strongly Disagree	263	5.3%
Do Not Know	524	11.4%
# of Respondents	5,959	100%
(47) I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	Number	Percentage
Strongly Agree	1,261	17.6%
Agree	2,032	31.4%
Neither Agree nor Disagree	1,276	23.7%
Disagree	462	8.6%
Strongly Disagree	417	8.3%
Do Not Know	511	10.5%
# of Respondents	5,959	100%

LEARNING (KNOWLEDGE MANAGEMENT)		
(48) Supervisors/team leaders provide employees with constructive suggestions to improve their job performance.	Number	Percentage
Strongly Agree	1,038	14.5%
Agree	3,054	46.7%
Neither Agree nor Disagree	995	19.8%
Disagree	577	12.6%
Strongly Disagree	235	5.3%
Do Not Know	60	1.1%
# of Respondents	5,959	100%
*(49) Supervisors/team leaders in my work unit support employee development.	Number	Percentage
Strongly Agree	1,395	17.6%
Agree	2,840	45.4%
Neither Agree nor Disagree	950	19.7%
Disagree	461	10.3%
Strongly Disagree	247	5.6%
Do Not Know	66	1.4%
# of Respondents	5,959	100%
(50) Employees have electronic access to learning and training programs readily available at their desk.	Number	Percentage
Strongly Agree	2,211	31.4%
Agree	3,172	57.0%
Neither Agree nor Disagree	357	6.9%
Disagree	116	2.5%
Strongly Disagree	39	0.8%
Do Not Know	64	1.4%
# of Respondents	5,959	100%
*(51) My training needs are assessed.	Number	Percentage
Strongly Agree	837	12.6%
Agree	2,358	37.9%
Neither Agree nor Disagree	1,533	26.4%
Disagree	826	15.1%
Strongly Disagree	295	6.0%
Do Not Know	110	2.0%
# of Respondents	5,959	100%
(52) Managers promote communication among different work units (for example, about projects, goals, needed resources).	Number	Percentage
Strongly Agree	1,131	15.4%
Agree	2,677	42.0%
Neither Agree nor Disagree	1,097	20.0%
Disagree	601	13.1%
Strongly Disagree	309	6.6%
Do Not Know	144	2.9%
# of Respondents	5,959	100%

(53) Employees in my work unit share job knowledge with each other.	Number	Percentage
Strongly Agree	1,921	32.2%
Agree	3,041	49.7%
Neither Agree nor Disagree	525	9.1%
Disagree	298	5.6%
Strongly Disagree	155	3.0%
Do Not Know	19	0.5%
# of Respondents	5,959	100%
(54) Employees use information technology (for example, intranet, shared networks) to perform work.	Number	Percentage
Strongly Agree	2,538	39.8%
Agree	3,046	53.7%
Neither Agree nor Disagree	258	4.5%
Disagree	55	0.9%
Strongly Disagree	35	0.5%
Do Not Know	27	0.5%
# of Respondents	5,959	100%
JOB SATISFACTION		
* (55) How satisfied are you with your involvement in decisions that affect your work?	Number	Percentage
Very Satisfied	965	13.9%
Satisfied	2,433	38.3%
Neither Satisfied nor Dissatisfied	1,282	23.4%
Dissatisfied	958	18.0%
Very Dissatisfied	321	6.5%
# of Respondents	5,959	100%
* (56) How satisfied are you with the information you receive from management on what's going on in your organization?	Number	Percentage
Very Satisfied	959	13.4%
Satisfied	2,558	41.3%
Neither Satisfied nor Dissatisfied	1,231	23.3%
Dissatisfied	900	15.8%
Very Dissatisfied	311	6.2%
# of Respondents	5,959	100%
* (57) How satisfied are you with the recognition you receive for doing a good job?	Number	Percentage
Very Satisfied	1,184	18.7%
Satisfied	2,240	36.3%
Neither Satisfied nor Dissatisfied	1,101	18.0%
Dissatisfied	981	18.4%
Very Dissatisfied	453	8.5%
# of Respondents	5,959	100%

*(58) How satisfied are you with the policies and practices of your senior leaders?	Number	Percentage
Very Satisfied	782	11.1%
Satisfied	2,184	35.1%
Neither Satisfied nor Dissatisfied	1,598	28.3%
Dissatisfied	926	17.0%
Very Dissatisfied	469	8.4%
# of Respondents	5,959	100%
*(59) How satisfied are you with your opportunity to get a better job in your organization?	Number	Percentage
Very Satisfied	847	11.7%
Satisfied	1,925	30.4%
Neither Satisfied nor Dissatisfied	1,418	24.7%
Dissatisfied	1,067	19.5%
Very Dissatisfied	702	13.7%
# of Respondents	5,959	100%
*(60) How satisfied are you with the training you receive for your present job?	Number	Percentage
Very Satisfied	947	13.7%
Satisfied	2,687	43.0%
Neither Satisfied nor Dissatisfied	1,273	23.1%
Dissatisfied	795	15.0%
Very Dissatisfied	257	5.2%
# of Respondents	5,959	100%
*(61) Considering everything, how satisfied are you with your job?	Number	Percentage
Very Satisfied	1,556	23.8%
Satisfied	2,789	46.3%
Neither Satisfied nor Dissatisfied	864	15.6%
Dissatisfied	523	9.9%
Very Dissatisfied	227	4.4%
# of Respondents	5,959	100%
*(62) Considering everything, how satisfied are you with your pay?	Number	Percentage
Very Satisfied	1,469	22.5%
Satisfied	2,773	46.6%
Neither Satisfied nor Dissatisfied	766	13.9%
Dissatisfied	691	12.1%
Very Dissatisfied	260	4.9%
# of Respondents	5,959	100%
(63) Considering everything, how satisfied are you with your organization?	Number	Percentage
Very Satisfied	1,261	19.3%
Satisfied	2,738	44.4%
Neither Satisfied nor Dissatisfied	1,053	18.9%
Dissatisfied	633	12.2%
Very Dissatisfied	274	5.2%
# of Respondents	5,959	100%

SATISFACTION WITH BENEFITS		
(64) How satisfied are you with retirement benefits?	Number	Percentage
Very Satisfied	1,234	16.3%
Satisfied	2,534	42.4%
Neither Satisfied nor Dissatisfied	976	17.7%
Dissatisfied	358	6.7%
Very Dissatisfied	109	2.3%
No Basis to Judge	748	14.6%
# of Respondents	5,959	100%
(65) How satisfied are you with health insurance benefits?	Number	Percentage
Very Satisfied	1,179	17.6%
Satisfied	2,852	45.4%
Neither Satisfied nor Dissatisfied	826	15.2%
Dissatisfied	647	12.8%
Very Dissatisfied	234	4.8%
No Basis to Judge	221	4.2%
# of Respondents	5,959	100%
(66) How satisfied are you with life insurance benefits?	Number	Percentage
Very Satisfied	957	14.4%
Satisfied	2,815	46.8%
Neither Satisfied nor Dissatisfied	1,079	18.9%
Dissatisfied	330	5.4%
Very Dissatisfied	115	2.5%
No Basis to Judge	663	12.0%
# of Respondents	5,959	100%
(67) How satisfied are you with long term care insurance benefits?	Number	Percentage
Very Satisfied	439	6.6%
Satisfied	1,354	21.6%
Neither Satisfied nor Dissatisfied	1,694	28.3%
Dissatisfied	262	4.9%
Very Dissatisfied	128	2.5%
No Basis to Judge	2,082	36.0%
# of Respondents	5,959	100%
(68) How satisfied are you with the flexible spending account (FSA) program?	Number	Percentage
Very Satisfied	846	12.5%
Satisfied	1,587	24.9%
Neither Satisfied nor Dissatisfied	1,506	26.4%
Dissatisfied	107	2.2%
Very Dissatisfied	52	1.1%
No Basis to Judge	1,861	33.1%
# of Respondents	5,959	100%
(69) How satisfied are you with paid vacation time?	Number	Percentage
Very Satisfied	2,696	39.9%
Satisfied	2,689	48.3%
Neither Satisfied nor Dissatisfied	370	7.8%
Dissatisfied	157	3.1%
Very Dissatisfied	47	1.0%
# of Respondents	5,959	100%

(70) How satisfied are you with paid leave for illness (for example, personal), including family care situations (for example, childbirth/adoption or elder care)?	Number	Percentage
Very Satisfied	2,665	40.2%
Satisfied	2,505	43.4%
Neither Satisfied nor Dissatisfied	419	8.3%
Dissatisfied	264	5.9%
Very Dissatisfied	106	2.3%
# of Respondents	5,959	100%
(71) How satisfied are you with child care subsidies?	Number	Percentage
Very Satisfied	137	2.4%
Satisfied	301	4.8%
Neither Satisfied nor Dissatisfied	1,468	24.6%
Dissatisfied	117	2.4%
Very Dissatisfied	127	2.8%
No Basis to Judge	3,809	63.0%
# of Respondents	5,959	100%
(72) How satisfied are you with work/life programs (for example, health and wellness, employee assistance, elder care, and support groups)?	Number	Percentage
Very Satisfied	532	7.0%
Satisfied	1,548	23.0%
Neither Satisfied nor Dissatisfied	1,530	26.1%
Dissatisfied	210	4.5%
Very Dissatisfied	104	2.2%
No Basis to Judge	2,035	37.2%
# of Respondents	5,959	100%
(73) How satisfied are you with telework/telecommuting?	Number	Percentage
Very Satisfied	295	5.0%
Satisfied	814	14.9%
Neither Satisfied nor Dissatisfied	1,313	23.1%
Dissatisfied	360	5.1%
Very Dissatisfied	430	6.2%
No Basis to Judge	2,747	45.6%
# of Respondents	5,959	100%
(74) How satisfied are you with alternative work schedules?	Number	Percentage
Very Satisfied	1,079	18.0%
Satisfied	1,994	35.5%
Neither Satisfied nor Dissatisfied	1,087	17.3%
Dissatisfied	255	4.0%
Very Dissatisfied	171	2.7%
No Basis to Judge	1,373	22.4%
# of Respondents	5,959	100%